

ATTACHMENT A

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Are you having service or billing problems with a telephone company?

What rules are needed to protect California telephone consumers?

The California Public Utilities Commission (CPUC) wants to hear from *you* because:

- We need to know about problems and issues that aren't fully addressed by our current rules.
- We are in the process of establishing new rules to protect telephone consumers' rights. These proposed rules would assure that consumers have the right to:
 - (1) select the services they want from the companies they choose;
 - (2) know in advance what they're signing up for and how much it will cost;
 - (3) have their telephone records kept private;
 - (4) be billed accurately and know where they can go when there's a problem;
 - (5) be informed of their rights; and
 - (6) have a say in making up the rules

You Can Help Write the Rules!

There are several ways for you to express your opinion and to get help with a specific problem:

- **You can attend one of the Public Hearings listed below and speak to a CPUC Commissioner and staff.**
- You can write to our Public Advisor's Office with opinions about our proposed Consumer Bill of Rights. See below for how to do this.

Either way, *your* input will be considered when we write the rules.

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To receive a free copy of the full staff report that discusses the proposed rules, contact the CPUC's Public Advisor at the address or telephone number below. For an electronic copy, go to www.cpuc.ca.gov and click on "Telecommunications Consumer Protection Rules" under the heading "Hot Topics," or send e-mail to public.advisor@cpuc.ca.gov to request a copy of the report.

At these Public Hearings, you also will have an opportunity to resolve any problems with your telephone bill. Telephone company representatives and CPUC staff will be there to answer questions and help you during the problem-solving sessions.

**We need to hear your thoughts and opinions about these proposals
and hear any other proposals related to consumer protection
that you think are important.**

If you cannot attend any of these hearings, you can express your views by sending them to the CPUC's Public Advisor. Also, if you have any questions about the Public Hearings, please contact the Public Advisor:

Public Advisor
CPUC, Room 5303
505 Van Ness Avenue
San Francisco, CA 94102
(415) 703-2074
e-mail: public.advisor@cpuc.ca.gov

If you have a specific service or billing problem with a telephone company, you can phone or write

Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102
(800) 649-7570
e-mail: consumer-affairs@cpuc.ca.gov

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Public Hearings

San Fernando Valley, Thursday, June 15

6:00 p.m.	Problem-solving session	The Northeast Valley Senior
7:00 p.m. to 9:00 p.m.	Public Hearing	Multipurpose Center
		11300 Glenoaks Blvd.
		Pacoima

San Francisco, Monday, June 19

Afternoon:

12:00 noon	Problem-solving session	Commission Auditorium
1:00 p.m. to 3:00 p.m.	Public Hearing	California Public Utilities Commission
		505 Van Ness Avenue
		San Francisco

Evening:

6:00 p.m.	Problem-solving session
7:00 p.m. to 9:00 p.m.	Public Hearing

Riverside, Saturday, June 24

4:00 p.m.	Problem-solving session	Riverside Convention Center
5:00 p.m. to 7:00 p.m.	Public Hearing	3443 Orange Street
		Riverside

Sacramento, Monday, July 10

Afternoon:

12:00 noon	Problem-solving session	Auditorium
1:00 p.m. to 3:00 p.m.	Public Hearing	Employment Development Department
		722 Capitol Mall
		Sacramento

Evening:

6:00 p.m.	Problem-solving session	EDD Room 4061
7:00 p.m. to 9:00 p.m.	Public Hearing	722 Capitol Mall

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Fresno, Tuesday, July 11

6:00 p.m.
7:00 p.m. to 9:00 p.m.

Problem-solving session
Public Hearing

Fresno Convention Center
Selma Kingsburg Room
700 "M" Street
Fresno

San Jose, Thursday, July 13

Afternoon:

12:00 noon
1:00 p.m. to 3:00 p.m.

Problem-solving session
Public Hearing

Morris Dailey Auditorium
San Jose State University
One Washington Square
San Jose

Evening:

6:00 p.m.
7:00 p.m. to 9:00 p.m.

Problem-solving session
Public Hearing

San Luis Obispo, Monday, July 17

6:00 p.m.
7:00 p.m. to 9:00 p.m.

Problem-solving session
Public Hearing

The Forum on Marsh
Main Room & Consultation Room
751 Marsh Street
San Luis Obispo

Santa Monica, Thursday, July 27

6:00 p.m.
7:00 p.m. to 9:00 p.m.

Problem-solving session
Public Hearing

Santa Monica Public Library
Main Room & Consultation Room
1343 6th Street
Santa Monica

San Diego, Monday, July 31

Afternoon:

12:00 noon
1:00 p.m. to 3:00 p.m.

Problem-solving session
Public Hearing

Scottish Rite Center
1895 Camino del Rio South
San Diego

Evening:

6:00 p.m.
7:00 p.m. to 9:00 p.m.

Problem-solving session
Public Hearing

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Long Beach, Wednesday, August 9

Afternoon:

**12:00 noon
1:00 p.m. to 3:00 p.m.**

**Problem-solving session
Public Hearing**

**Long Beach Convention
& Entertainment Center
300 East Ocean Boulevard
Long Beach**

Evening:

**6:00 p.m.
7:00 p.m. to 9:00 p.m.**

**Problem-solving session
Public Hearing**

Montebello, Thursday, August 10

Afternoon:

**12:00 noon
1:00 p.m. to 3:00 p.m.**

**Problem-solving session
Public Hearing**

**City Hall Council Chambers
1600 Beverly Boulevard
Montebello**

Evening:

**6:00 p.m.
7:00 p.m. to 9:00 p.m.**

**Problem-solving session
Public Hearing**

Fullerton, Tuesday, August 15

Afternoon:

**12:00 noon
1:00 p.m. to 3:00 p.m.**

**Problem-solving session
Public Hearing**

**Fullerton College Auditorium
321 East Chapman Avenue
Fullerton**

Evening:

**6:00 p.m.
7:00 p.m. to 9:00 p.m.**

**Problem-solving session
Public Hearing**

Spanish language translation will be available at all locations.

All locations are accessible to the handicapped.

(END OF ATTACHMENT A)